



BestScoreSheet Q&A Demo

CompTIA A+ 220-602 Exam

IT Technician designation pathway

1. Which of the following components used in a laptop are considered hot-swappable?

- A. an IDE interface hard drive
- B. a mobile processor
- C. a USB flash drive
- D. a SDRAM memory chip

Answer: C

2. Upon initial boot of a computer, the system performs:

- A. a power-on self test (POST).
- B. a cyclic redundancy check.
- C. page swapping.
- D. parity testing.

Answer: A

3. Which of the following contains the CMD.EXE in Windows 2000/XP system?

- A. C:\ProgramFiles
- B. C:\WINDOWS\systemroot
- C. C:\WINDOWS\system
- D. C:\WINDOWS\system32

Answer: D

4. Which of the following is the location where a processor would be installed on a newer model laptop?

- A. Slot 1
- B. Slot A
- C. ZIF socket
- D. Socket 603

Answer: C

5. The BEST defense against viruses on a computer would be to:

- A. install anti-spyware software.
- B. assign a BIOS password.
- C. install anti-virus software.
- D. disallow downloading.

Answer: C

6. A laptop computer does not respond when using alternating current (AC) power. Which of the following actions should the technician take FIRST?

- A. Remove unneeded peripherals
- B. Swap AC adapters
- C. Toggle Fn keys

D. Verify DC power

Answer: B

7. The minimum number of disk drives needed to implement a RAID 5 configuration is:

A. 5.

B. 3.

C. 2.

D. 1.

Answer: B

8. A user reports that each time a specific program is used the program locks up. Which of the following actions should a technician take FIRST?

A. Upgrade the memory in the computer.

B. Uninstall and re-install the program.

C. Verify that the program is compatible.

D. Check for other nonworking programs.

Answer: C

9. A laptop works with a known good battery, but when the laptop is connected to AC power the battery does not charge. Also, when the battery is removed and the laptop is connected to AC power alone, the laptop does not boot. Which of the following actions should the technician take FIRST?

A. Swap out the system board with a known good system board

B. Swap out the AC adapter with a known good AC adapter.

C. Swap out the charging circuit board with a known good charging circuit board

D. Swap out the CMOS battery with a known good CMOS battery

Answer: B

10. A printer is indicating that maintenance is required. After having the required maintenance performed, the message is still present. Which of the following would correct the problem?

A. Restart the print spooler service.

B. The operator must run the calibration utility on the printer.

C. Turn the printer off and restart it.

D. Contact the service rep to reset the appropriate internal counter.

Answer: D

11. A customer who connects to a shared database that is stored on a server reports intermittent problems accessing records. Which of the following would be the MOST likely cause?

A. There is low virtual memory on the customers computer.

B. The workstations hard drive is nearly full.

C. There is a network connectivity problem.

D. The users computer is running out of memory.

Answer: C

12. Which of the following tools can BEST be used to find a particular unmarked and non-terminated station wire at a DEMARC?

- A. Continuity tester
- B. Inductive tone tester
- C. Multimeter
- D. Cable tester

Answer: B

13. When setting up a router the technician notices that there is already an existing wireless network using channel six. Which of the following channels should the technician set the router to use?

- A. 1
- B. 5
- C. 6
- D. 7

Answer: A

14. Which of the following tools may be used to identify potential application issues in Windows XP?

- A. Files and Settings Transfer Wizard
- B. Program Compatibility Wizard
- C. Transfer File Wizard
- D. Windows System Restore

Answer: B

15. Which of the following ports must be opened on the Windows firewall for Remote Desktop to function?

- A. 21
- B. 80
- C. 443
- D. 3389

Answer: D

16. A technician accesses a corporate users hard drive and notices that there are inappropriate images in their My Documents folder. Accessing this kind of material is a clear violation of company policy. Which of the following should the technician do?

- A. Confront the user and tell them to remove the material.
- B. Backup the files and delete them from the users folder.
- C. Inquire with the manager about policies and procedures.
- D. Ignore the files, this is the users personal documents folder.

Answer: C

17. A technician has just completed work at an onsite location. They would like to send an email to another customer using the customers computer. Which of the following is an appropriate action to take?

- A. Use the customers computer to check email accessible through a website.
- B. Ask the customer for permission to use their email client.
- C. Ask the customer for permission to check email through a website.
- D. Use the customers email client to check email.

Answer: C

18. Which of the following file instructs Windows XP where the operating system resides?

- A. BOOT.INI
- B. AUTOEXEC. BAT
- C. WIN.INI
- D. POST

Answer: A

19. During a service visit, a customer is taking a long time to explain the problem they are having with their computer. Which of the following actions should the technician take?

- A. Interrupt the customer, and ask them to only include pertinent information.
- B. Continue listening to the customer, asking pertinent questions as necessary.
- C. Advise the customer that their service visit will have to be rescheduled.
- D. Tell the customer that the technician has all the information necessary to fix the problem.

Answer: B

20. Which of the following printer technologies utilizes a drum to create an image?

- A. Inkjet
- B. Laser
- C. Impact
- D. Thermal

Answer: B